

# ADVENTURE TOURS AUSTRALIA GROUP

## 2010/11 TERMS AND CONDITIONS

### LUGGAGE

Luggage must be kept to a MAXIMUM OF 15 KGS (except KAKADU tours which are MAXIMUM 10KGS) in a backpack or soft overnight bag with a small day pack for easy access to camera, film, sun block etc. It is recommended to plan ahead and arrange to store bulky items at pre-tour accommodation. It may be necessary to freight excess luggage at passenger's expense.

### MEALS

Our emphasis is on fresh food wherever possible and our meals are nutritious and varied. We cater for vegetarian and gluten intolerance – please advise at time of booking.

ATA "Road Trips": A meal kitty of AUD\$10 per person per day is payable locally in Australia.

### FITNESS & PARTICIPATION

Our tours are active and most require a reasonable level of fitness. NOTE: Tours graded '3 boots' on the Fitness Guide (please refer to our brochure or website) are only suitable for very fit and active people who enjoy basic bush camping. They are not suitable for children. If you have any doubts about the suitability of your clients please check with our reservations team as we reserve the right to assess suitability to participate at check-in. With the exception of our 'Safari in Style' tour, passengers are expected to help with the preparation of food, washing of dishes and general assistance to the guide as directed.

### CANCELLATION POLICY

Cancellation of a booking or part thereof will incur the following fees. Once travel has commenced, no refunds will be made for any unused services and clients will be responsible for their travel arrangements from that point onward.

#### Adventure Tours Australia:

48 Hours - 30 Days	25% of Fare
24 Hours - 48 Hours	50% of Fare
Within 24 Hours	100% of Fare

Other operator and accommodation cancellation fees may vary from the above and are available on request. Please note: Kangaroo Island airfare is non-refundable. It is necessary to reconfirm tours 48 hours prior to travel – failure to do so may result in the booking being cancelled and fees charged.

#### Adventure Tours Australia "Road Trips"

30 Days – 8 Weeks	25% of Fare
14 Days – 29 Days	50% of Fare
Within 14 Days	100% of Fare

### RECONFIRMING TOURS:

It is compulsory to reconfirm tours at least 48 hours in advance. Failure to do so may result in the booking being cancelled. Telephone within Australia: 1300 654 604

### CONDITIONS OF TRAVEL

Adventure Tours reserves the right to alter the route or itinerary of any of its tours and arrange alternative carriers to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay, curtailment or alteration of a trip resulting from any cause including severe weather conditions or mechanical failure. Adventure Tours can't guarantee pick up or drop off times and are not liable for passenger failure to connect with other services or any costs associated in such delays. We accept no responsibility for loss or damage to personal belongings or baggage. The Aboriginal components of our Top End tours are subject to cultural conditions. Participants may be absent due to cultural commitments with little prior notification and Adventure Tours reserves the right to amend the itinerary in these circumstances and no refunds will be given. Components of our trip are weather dependant and we cannot be held liable if they are not available on the day of travel.

### LIABILITY

Whilst we make every effort to safeguard our clients, we cannot be held responsible for personal injury or sickness to any customer or damage or loss of property due to events which are beyond our control. Passengers should note that adventure travel involves a higher than normal risk and a signed release will be required from all participants before tour departure. We also take no responsibility for any act of neglect by any company whose services are used as part of our packages including but not limited to activity and accommodation providers.

### CHILD POLICY\*

- Children 7 years and under are not recommended to travel on any tour however requests may be considered;
- Children aged 8-12 years receive a discount on most tours, children 13 years or older pay full adult fare;
- Children 12 years and under:
  - Are not permitted to travel on Kimberley Safaris, Kakadu Unleashed or Wilderness 4WD Adventures (N/P = not permitted);
  - Are not recommended to travel on the 2 Day Red Centre Highlights, 2 day 4WD Kakadu Safari or Western Australian touring other than the Pinnacles Day Tour. (N/S=not suitable). Requests however, may be considered;
- Children under 14 years are not permitted to travel on day tours ex Melbourne (N/P);
- Children under 18 years of age are not permitted to travel unless accompanied by an adult. In agreed circumstances written parental consent may suffice if arranged at time of booking.
  - ATA Road Trips are designed for travellers 18 years plus;
- Child prices for accommodated tours are based on one child sharing an ensuite room with two adults. If one child travels with one adult the adult rate for accommodation applies and will be provided upon request;
- Requests for child travel and pricing should be directed to [reservations@adventuretours.com.au](mailto:reservations@adventuretours.com.au);
- The policies for children travelling on code-share tours may vary from the above and are available on request.

### FEES AND LEVIES (in AUD subject to change) per person:

Uluru – Kata Tjuta National Park:	\$25
Kakadu National Park:	\$25 + \$12.50 Twin Falls boat transfer (seasonal)
Tasmanian National Parks:	\$12 per entry
Fraser Island National Park:	\$18
Sailing Reef Tax/Stinger suit:	\$50
Credit card payments:	1.5 – 3% surcharge

### Fuel levy:

The rates quoted have been determined having regard to The price of diesel as at August 2009. Should during the brochure period the price of diesel increase by more than we regard as a reasonable increase a fuel surcharge levy may be introduced.

### Sleeping bags:

Tours in the Northern Territory and between Darwin and Adelaide require sleeping bags, which can be hired for \$20 per person. Safaris between Exmouth (WA) and Darwin require sleeping bags, which can be hired at \$30 per person. Sleeping bags can be purchased for \$50 each.

ATA Road Trips: Sleeping bags can be purchased for \$70 each.

### INSURANCE

Travel insurance is NOT included. We strongly recommend that passengers have their own travel insurance against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date. It is compulsory for passengers travelling on ATA "Road Trips" to be insured.

### MINIMUM & MAXIMUM PASSENGER NUMBERS

A minimum number of passengers is required to operate each tour. It may therefore be necessary to cancel a scheduled departure and to offer an alternative or full refund for that tour.

	Minimum	Maximum
4WD Safaris	4	16
	Western Australia: 4	21
	Safari in Style: 4	15* / 16
	Wilderness: 4	9 / 16
Minibus Safaris	4	21 / 24
Road Trips	5	14

\*Minimum 7 passengers required for a host to accompany the group.

### PRICES

Australian prices quoted are in Australian Dollars and are correct at time of publication. Prices can be subject to alteration due to extreme external economic pressure. No responsibility is accepted by the Adventure Tours Australia Group for unforeseen omissions or misrepresentation of our code-share partners.